

HEALTH CARE IN YOUR HANDS

with telehealth services provided by Teladoc Health®

Teladoc
HEALTH

What is telehealth?

We've partnered with Teladoc Health to make it even easier to get the care you need. Telehealth lets you talk with board-certified doctors by phone or video anytime, anywhere.

Reasons to use telehealth:

- It's like a doctor in your pocket
- Available after hours
- Coverage for many different conditions
- No more waiting rooms



Getting started with virtual doctor visits

You're eligible for telehealth services if you're a current Blue Cross and Blue Shield Service Benefit Plan member, 18 or older. You can also register dependents under 18 on your account.

Visit fepblue.org/telehealth or call **1-855-636-1579** to get started.

Once you've registered, you can connect with a doctor three ways:



Online at
fepblue.org/telehealth
or via the **fepblue** app



By phone at
1-855-636-1579
(TTY: 855-636-1578)



Download the
Teladoc Health app
on the App Store®
or Google Play™

Receive treatment in four steps:

- 1 Log in to your account.**
Visit fepblue.org/telehealth, call **1-855-636-1579** or use the Teladoc Health app.
- 2 Complete your medical history.**
The doctor will review the information you provide.
- 3 Request a visit.**
Request a visit with the next available doctor or schedule a time that works.
- 4 Get additional care.**
Receive a prescription, schedule more appointments or continue to message the doctor.



General Health

Telehealth offers convenient access to experienced doctors 24 hours a day, seven days a week. These doctors can treat minor injuries, illnesses and non-emergency health issues.

If there's an emergency, call 911 or go to your local emergency services.



Nutritional Counseling

Nutritional counseling appointments are also available with telehealth. You can meet with a registered dietician to evaluate your nutritional needs and develop personalized meal plans, shopping guides and more.

Appointments are available seven days a week from 7 a.m. to 9 p.m. local time.



Mental Health

Speak to a licensed mental health specialist through video from wherever you are most comfortable.

Appointments are available seven days a week from 7 a.m. to 9 p.m. local time.



Dermatology

Through this service, you can get treatment for skin, nail and hair issues from a licensed dermatologist. Normally, these issues can take weeks to get an appointment, but with telehealth you'll receive treatment options within days.

What you'll pay

We will cover all of your telehealth visits from Teladoc Health at no out-of-pocket cost to you.

FEP Blue Focus[®]

You pay nothing

FEP Basic Option[™]

You pay nothing

FEP Standard Option[™]

You pay nothing

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fepblue.org

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This is a summary of the features of the Blue Cross and Blue Shield Service Benefit Plan. Before making a final decision, please read the Plan's Federal Employees Health Benefits Program brochures (FEP Blue Standard[™] and FEP Blue Basic[™]: RI 71-005; FEP Blue Focus[®]: RI 71-017) and the Postal Service Health Benefits Program brochures (FEP Blue Standard and FEP Blue Basic: RI 71-020; FEP Blue Focus: RI 71-025). All benefits are subject to the definitions, limitations and exclusions set forth in the brochures.

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